

Figure 1

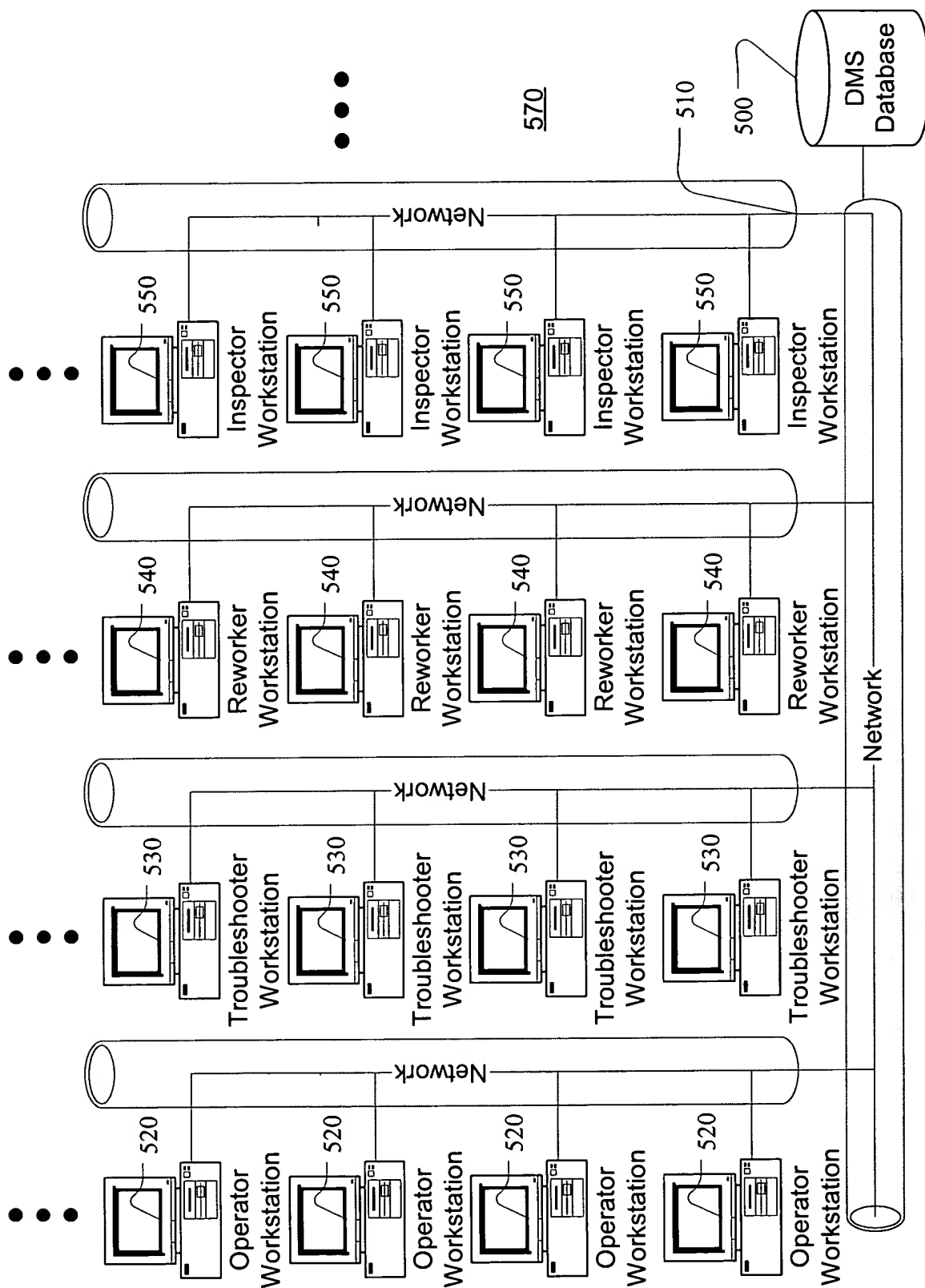


Figure 2

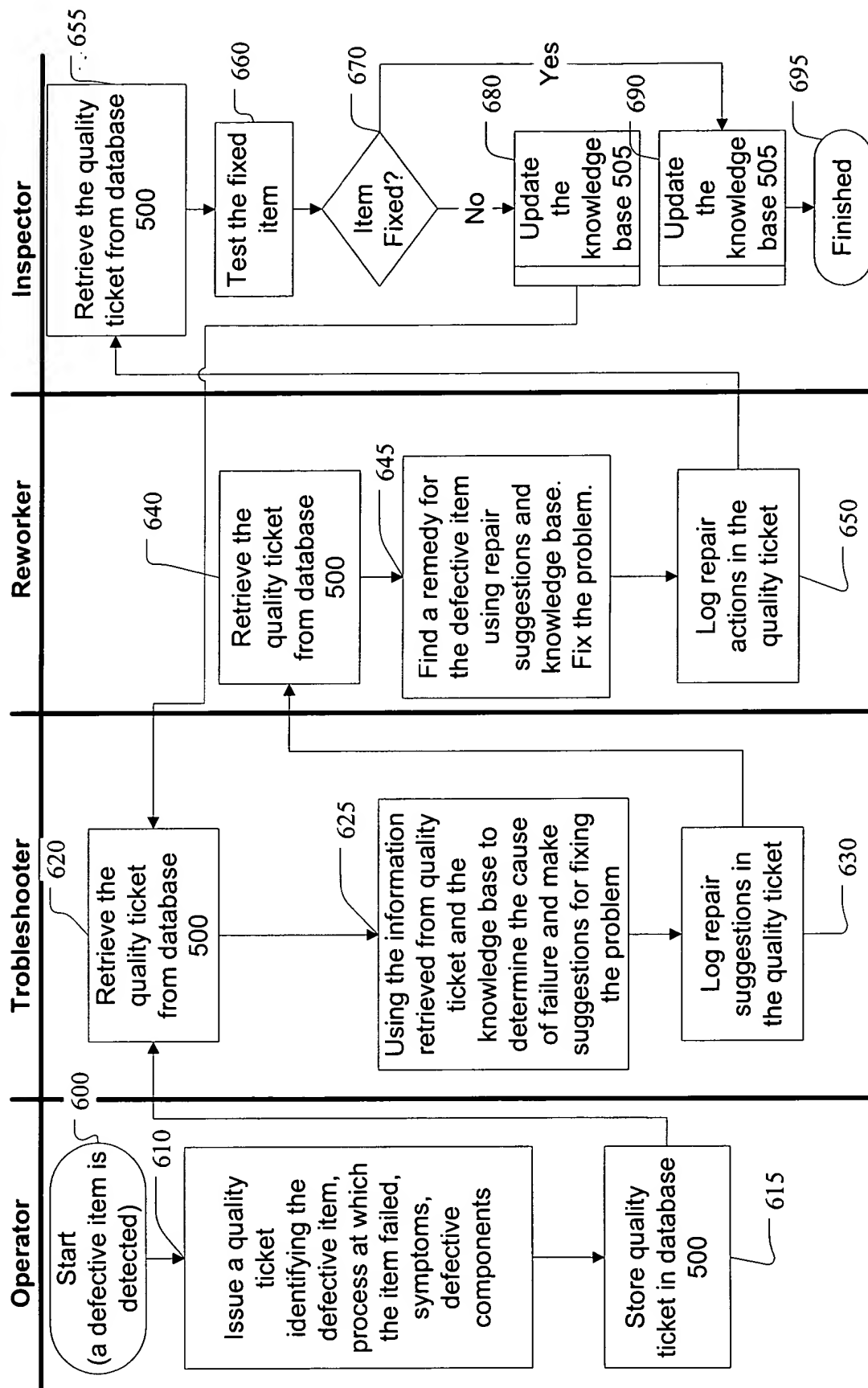


Figure 3

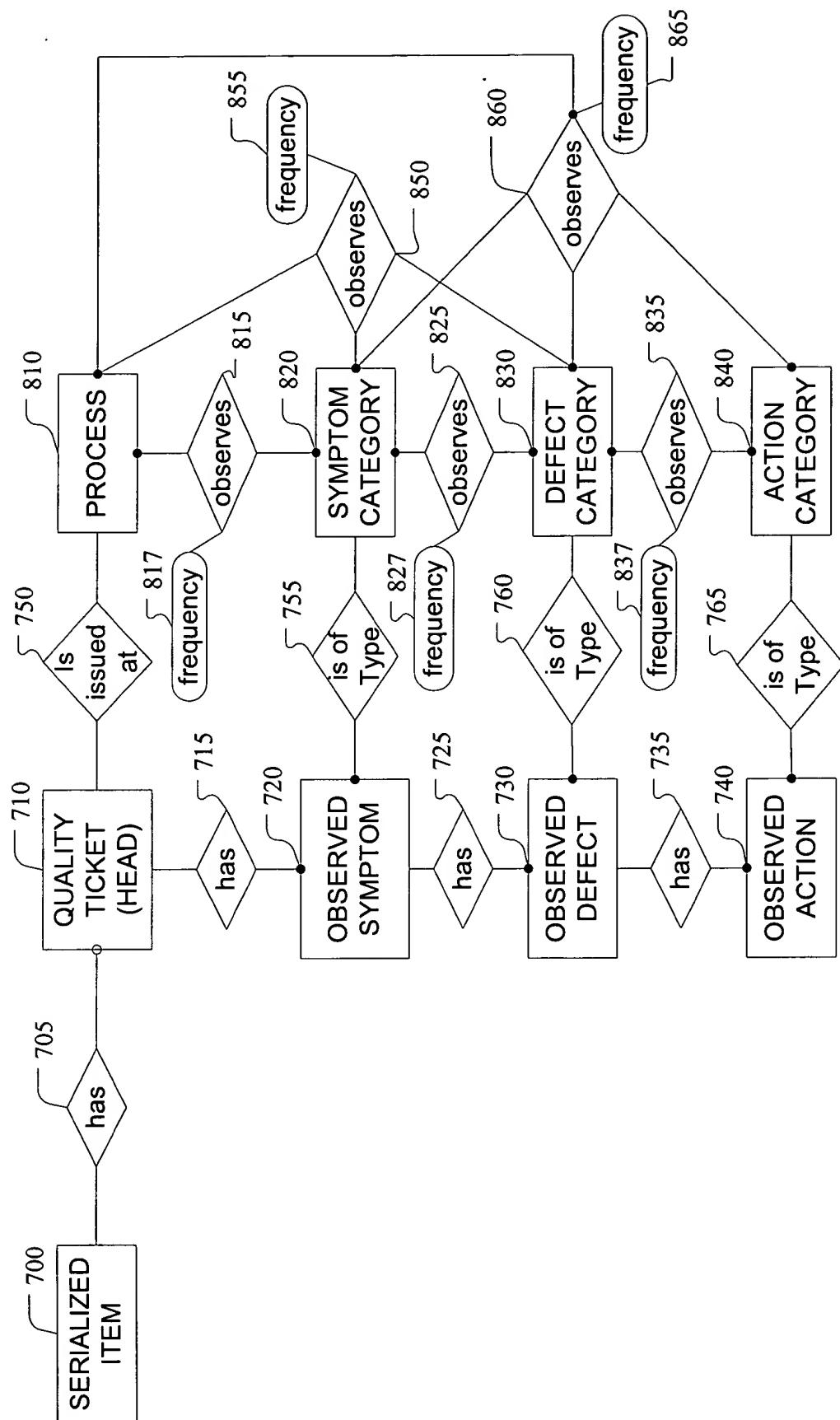


Figure 4

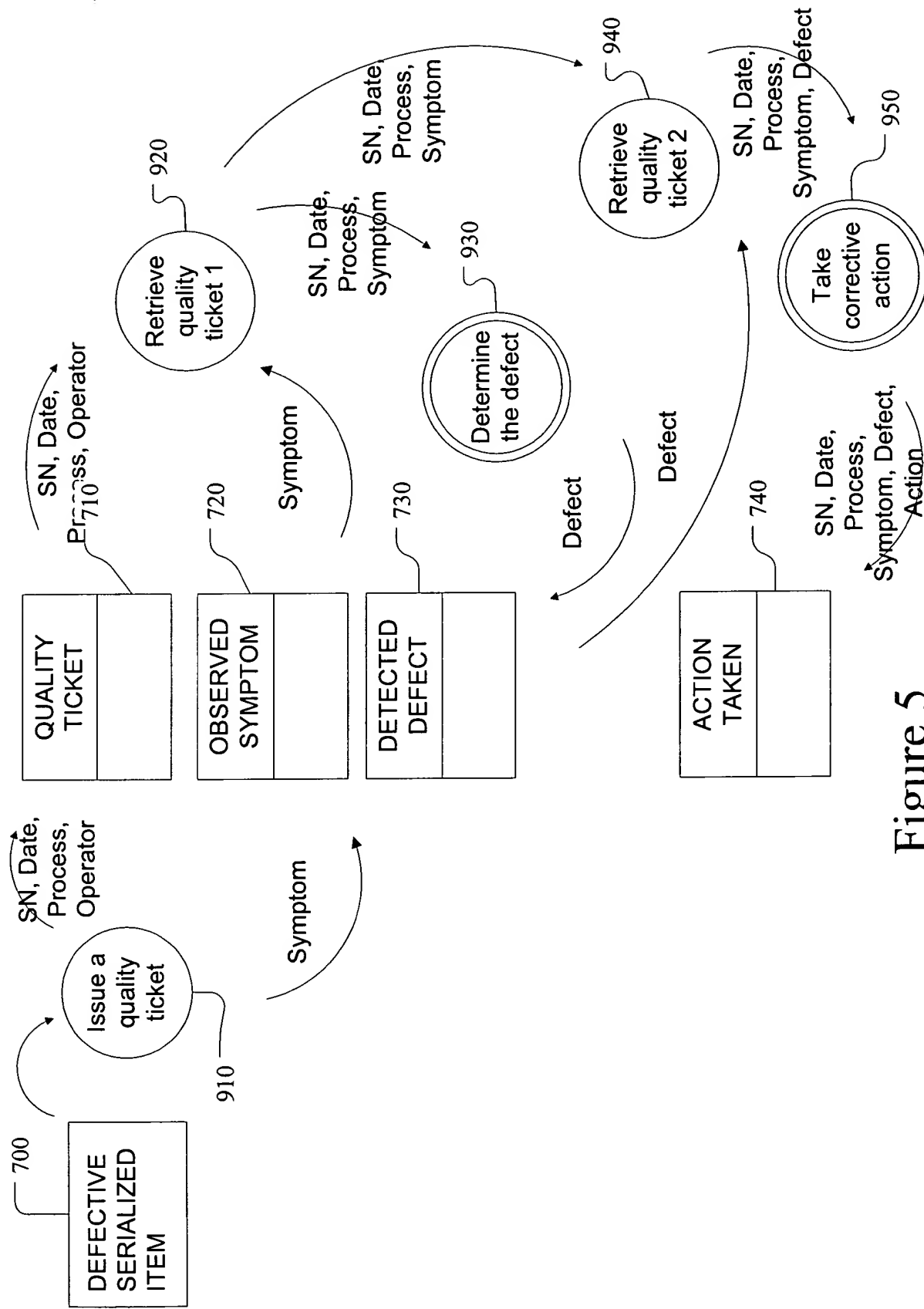


Figure 5

Quality Ticket (V1.2.2)

10 15 20 25 27 30 35 40 45 50

Serial Number

Module Info

Application

Part Number

Description

Revision

Close Quality Ticket

Area Of Operation

Symptom

Indicated By

Process (Test Stage)

Process Step (Test)

Symptom Category

Symptom

Comment

Quality Ticket Explorer

DCS Support

Save

Cancel/New

Defect

No Defect

Close

Current Operator

CENAVIMOLARRA CENAVIMOLARRA

95 105 110 115 120 130 135 140

Figure 6a

Defect Management System (V 1.4.0) - Quality Ticket

Serial Number: Ticket: LookUp

Serialized Item Factory Data

Application Part Number Revision

Close Quality Ticket

Area Of Operation: System Test

Symptom

Process (Test Stage): CIAO 1 Process Step (Test): DT

Comment:

Quality Ticket Explorer OCS Support System Test Save Cancel/New Defect No Defect Close

7 CIENA\dmstestuser1, CIENA\dmstestuser1

105 110 115 120 130 135 140

Figure 6b

Quality Ticket (V 1.2.2)
5

Serial Number
M0000001

Ticket
10

Lookup
20

Get Info
15

Close Quality Ticket
25

Module Info
45

Application
30

Part Number
35

Description
40

Revision
50

Indiced By:
70

Process (Test Stage)
80

Symptom Category
90

Comment
145

Module Application
75

Justification
85

Symptom
130

Defect
135

Quality Ticket Explorer
105

Area of Operation: 6
110

Current Operator: CIENAVIMQIARRA, CIENAVIMQIARRA
115

Save
140

Cancel/New
120

No Defect
130

Close
135

OCIS Support
105

Defect
120

Close
135

Figure 7

105080" 6462660

Quality Ticket Explorer

Serial Number: **M0000001** **Lookup**

Filter: ☒ Both ☐ Opened ☐ Closed

Module Info:
Description: **ADM1_DROP(13,14,15,16)193.7THRU194** Part Number: **130-0466-900** Revision: **001**
Application: **Rework (Rw)**

Quality Ticket(s): 101

Serial Number	Status	Test	Test Stage	Time
663	[CLOSED]	OET1-Termination BER T		4:53:00 PM
664	[CLOSED]	OET1 Test		5:20:00 PM
1277	[CLOSED]			11:00:00 AM
4895	[OPEN]			1:23:00 AM
4896	[OPEN]			1:25:00 AM
4897	[CLOSED]			11:45:00 AM
4900	[CLOSED]			4:18:00 PM
4901	[CLOSED]			5:05:00 PM
4902	[CLOSED]			5:06:00 PM
4903	[CLOSED]			5:20:00 PM
4904	[CLOSED]			5:28:00 PM
4905	[CLOSED]			5:29:00 PM
4906	[OPEN]			5:51:00 PM
4908	[CLOSED]			2:41:00 PM
4909	[OPEN]			2:44:00 PM
4910	[CLOSED]			2:46:00 PM
4911	[CLOSED]			2:48:00 PM
4912	[CLOSED]			2:55:00 PM
4913	[CLOSED]			2:57:00 PM

Quality Ticket: 663

0/N/A -> N/A

Fiber Defects -> Broken Fiber

Fiber -> Remove & Replace

Software Defects -> Wrong Software at Test Station

Visual -> Secure

Action: Visual -> Secure

Operator: **Niakam Kazemi**

Time: **5:11:43 PM**

Workstation: **OCS_WS01**

Comment:

Components:

Feedback: **Problem was fixed**

Close

Figure 8

109080" 64642860

Quality Ticket

Serial Number: M0000002 Ticket: 420 Close Quality Ticket

Module Info:

Application	Part Number	Description
Filep Module/Modid	130-0465-907	ADMI DHD013.14.15.16193.7THRU194

Filep Module/Modid: Revision: 001

Symptom

Initiated By: _____

Process (Test Stage): QET1 Test Process Step (Test): QET1-Initialize Module

Symptom Category: N/A Symptom: N/A

Comment: Testing

Quality Ticket Explorer

Area of Operation: 1 Current Operator: CIENA Vmola, CIENA Vmola

Save Cancel/New Defect No Defect Close

Figure 9

105080* 64642660

70 80 90 75 85 7

Defect/Action Information for Quality Ticket: Ticket#: 411 (SN: M0154632; PN: 1130-0321-810; Rev: B)

Quality Ticket: 70

Symptom Info: 80

Process (Test Step): 90

Symptom Category: N/A

Symptom: N/A

Comment: The output calibration is off on the 10 (this is test)

Initiated by: DIENA\ocslabuser04, DIENA\ocslabuser04

Process Step (Test): 75

Symptom: N/A

Log Date/Time: 85

7

Defect

Defect Category: Solder Defects

Components: U541

Comment: components not solder properly..

Defect

Solder Balls:

200

280

210

290

300

310

320

220

330

340

350

Save/New

Cancel

Component

Defect List and Details

Defect Category

Defect

Troubleshooting

Log Date/Time

Close

Defect Management System

Defect information was logged in the database.

OK

Area of Operation: 1

Current Operator: DIENA\ocslabuser04, DIENA\ocslabuser04

Figure 10a

$$\subset^{140} \subset^{70} \subset^{80} \subset^{90} \subset^{50} \subset^{75} \subset^{85} \subset^{7a}$$
Figure 10b

Figure 10b

RECEIVED
AUG 29 2001
OFFICE OF PETITIONS

105080" 6462260

70858

758

858

88

200

380

305

390

360

307

310

320

300

385

364

366

330

340

350

Defect/Action Information for Quality Ticket: Ticket#: 416 ISN: M00000002; PN: 130-0466-900; Rev: 001

Quality Ticket

Symptom Info

Process (Test Stage)

Symptom Category

Comment

Initiated by:

T3 Test

N/A

Testing/Ignore

CENAVmnojaia, CIENAVmnojaia

Process Step (Last)

Symptom

N/A

Defect

Action

Action Category

Component

Comment

Result:

Feedback

Problem was fixed

Problem was not fixed

Save

Cancel

Defect List and Details

Defect Category

Fiber Defects

Defect

Broken Fiber

Time

12/20/00 8:45:00 PM

Area of Operation: 1

Current Operator: CIENAVmnojaia, CIENAVmnojaia

Close

Figure 11a

OFFICE OF PETITIONS

83

7	Custom Test	[E:\dmstestuser] [E:\dmstestuser]
---	-------------	-----------------------------------

Figure 11b

RECEIVED
AUG 29 2001
OFFICE OF PETITIONS

105080-626260

70 80 295 75 85

Defect/Action Information for Quality Ticket: Ticket#: 420 (SN: M0000002; PN: 130-0466-900; Rev: 001)

Quality Ticket

Symptom Info

Process (Test Stage)

Symptom Category

Comment

Initiated by:

DET1 Test

N/A

Testing.

DET1 Initialize Module

N/A

CienaVnmolara, CienaVnmolara

Defect

Action

Remove & Replace

Action Category

Components

Comment

Resolver:

Feedback

Fiber

U-866

Testing.

CienaVnmolara

Defect Management System

Action information was logged into the database.

OK

Save

Cancel

Defect List and Details

Defect Category	Defect	Time/Date	Log Date/Time
Fiber Defects	Broken Fiber	CienaVnmolara, CIE...	12/21/00 10:50:00 ...
Component Defects	Damaged	CienaVnmolara, CIE...	12/21/00 11:56:00 ...
Fiber Defects	Broken Fiber	CienaVnmolara, CIE...	12/21/00 3:09:00 PM
Software Defects	Wrong Software at Test Station	CienaVnmolara, CIE...	12/21/00 3:16:00 PM

Testing.

Area of Operation: 1

Current Operator: CienaVnmolara, CienaVnmolara

Close

Figure 12

70 80 295 75 85 9

Defect/Action Information for Quality Ticket: Ticket#: 416 [SIM: M0000002; PN: 130-0466-900; Rev: 001]

Quality Ticket:
Symptom Info
Process (Test Stage) **Process Step (Test)** **Defect**
Symptom Category **N/A** **Symptom** **N/A**
Comment **Testing Ignored**
Injured by: **CENA Varapara, CENA Varapara**

Defect
Action Category **Action**
Component **Action**
Comment **Action**
Remover: **CENA Varapara, CENA Varapara**

Feedback
☐ Problem was fixed ☐ Problem was not fixed
Save **Cancel**

Defect List and Details:
Defect Category **Defect**
Fiber Defects **Broken Fiber**
Feedback
☐ Problem was fixed ☐ Problem was not fixed
Save
Close

Area of Operation: 1 **Current Operator: CENA Varapara, CENA Varapara**

Figure 13 397

[illegible]

335 Detailed information for defect: 3305

Troubleshooter: Kazemi-1, Niakam

Defect Category: Component Defects

RD(s): YERE, EEE

Comment:

Defect: Damaged

Reworker: Kazemi-1, Niakam

Action Category: Components

Action: Cleaned

RD(s):

Comment:

☒ Problem was not fixed

This box is to provide the system with feedback on whether the problem with the item has been fixed or not. This information is being checked when closing the quality ticket. If the quality ticket contains a defect with no corresponding action showing 'Problem was fixed' the ticket cannot be closed.

☐ Problem was fixed

☒ Problem was not fixed

Save Feedback

Close

Figure 14

386

389

388

387

Troubleshooting Guide

The following is a list of the most likely causes for the specified SYMPTOM

Defect Category	Defect	Frequency
Component Defects	Defective Component	58
Testing Defects	Test Error	51
Component Defects	Damaged	26
Fiber Defects	Broken Fiber	11
Connector Defects	Pitted	10
Solder Defects	Insufficient Solder	8
Testing Defects	High Insertion loss	6
Solder Defects	Excessive Solder	5
Testing Defects	Proof Test Break	5
Component Defects	Wrong Component	5

Close

350

Figure 15

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